

July 8, 2005

Mary L. Cottrell
Secretary of the Department
Department of Telecommunications and Energy
One South Station – 2nd Floor
Boston, MA 02110

RE: D.T.E. 04-116 Topics for Technical Sessions in Service Quality Standards

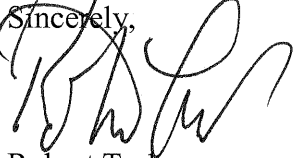
Dear Ms. Cottrell:

SUEZ Energy Resources NA, Inc. supports the request by Constellation NewEnergy (“Constellation”) that the Department include “market access services” among the topics for the upcoming technical sessions in Service Quality Standards, D.T.E. 04-116.

In the restructured utility industry, distribution companies provide more than just traditional distribution services. They provide a host of additional services that enable customers to participate in competitive markets. These “market access” services include providing usage data, processing enrollments, and providing billing-related services for competitively served accounts. In today’s utility industry, these market access services are just as much a part of customer service as are the traditional utility services.

The Department should expand the scope of the technical sessions to include market access services. These are important customer services and should receive full consideration for incorporation into the service quality guidelines. Moreover, a technical session would be an ideal forum for exploring whether and how best to incorporate market access services into the guidelines.

Sincerely,



Robert Task

Cc: Jody Stiefel, Hearing Officer
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